



DISTRICT OF COLUMBIA

F A C E S . N E T



CHILD AND FAMILY SERVICES AGENCY

February 2006

“Over the last three years, CFSA has become a data driven organization, thanks to FACES. There is virtually no area of CFSA that doesn’t use FACES as an integral part of its operations – from budget planning and on-line policies, to the hotline, case notes and management reports. I’m so proud of FACES.”

Brenda Donald Walker
Deputy Mayor for Children, Youth, Families and Elders



Benefits of Moving FACES to the Web?

- Same access - Workers from CFSA and Private Agencies will have the same access to FACES.NET;
- Increased Accessibility - All users will have access from anywhere there is Internet Service Provider access, i.e. Court, MPD, home etc;
- Moving workers closer to the community
- FACES.NET will be on the technology cusp of integrating with the District's Human Services Modernization Program (HSMP).



Key Objectives

- Improve worker productivity;
- Improve child safety and service delivery to families;
- Preserve existing assets: reports, database, most underlying business rules (some functional enhancements);
- Enhance some screens to align the Agency's business process;
- Preserve existing status of one of the first ten states to receive Federal certification for a Statewide Automated Child Welfare Information System (SACWIS).

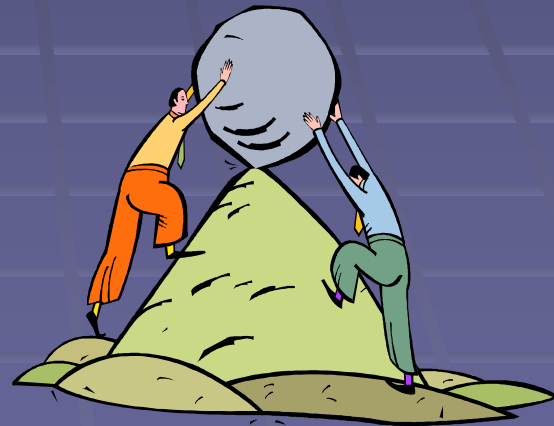
Pros and Cons of FACES.NET

Pros

- User Friendly
- Easily Accessible
- Provides Expansion
- Software Free
- Saves Time
- Maintains Current Data & Functionality

Cons

- Speed Deficiencies
- Page Loading Delays



Types of Changes reflected in FACES.NET



Types of Enhancements

- **Major Changes**

- To be streamlined with Agency's business process;
- Requested by users and managers;
- Navigational changes.

- **Minimal Changes**

- Remain in compliance with SACWIS requirements;
- Collapsing of tabs or renaming fields;
- Little to no changes except look and feel.

FACES.NET Enhancements

Major

- Graphical User Interface (GUI)
- Common Framework
- Child Protection Services
- Providers
- Contracts

Minor

- Case Management (Court, Case Plan, Contacts, Client)
- Quality Improvement (Admin Review, FTM)
- Eligibility (Revenue Maximization)
- Finance
- Interfaces (Court, DC Kids, R*Stars)

Graphical User Interface (GUI)

- Attractive screens;
- The ability to quickly switch between related screens;
- Vertical and horizontal scrolling enhanced;
- Integration with the District's HSMP;
- Compliance with the Americans with Disabilities Act.



Common Framework

- Approvals - Ability to Approve, Deny and Send Back Requests;
- Alerts and Calendar;
 - Transfer Alerts with Assignments;
- Personnel/Organizational Structure;
- Global Person Search - Search of all persons (clients, providers, staff, etc) in the system.

Security



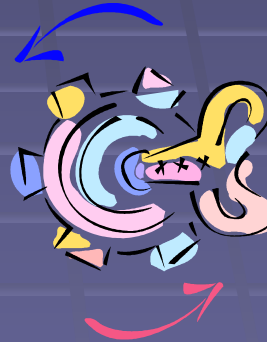
FACES.NET Security

- SSL/VeriSign (same as your bank or Amazon.com function);
- Maintain role-based security;
- Some rules to live by:
 - Be aware of shoulder surfers;
 - Protect your password;
 - Do not save client and case data on disk;
 - ALWAYS remember to log out;
- Compliance with HIPAA & DC Government IT security;
- New Log In Process.



Why is Security Important?

- It protects client and worker confidentiality;
- Prevents unauthorized access to client and case data;
- Tracks who has made changes to data.



Parameters for Passwords

- Call Helpdesk if you forget your password;
- Passwords should be:
 - Easy to remember;
 - Difficult for others to guess;
 - Changed when appropriate;
 - Password should be 7 to 10 characters long and should be alphanumeric.



Logging On...



Portal Login

Welcome to your Portal.

Log in to your personalized Portal account.

If you have an existing account, enter your Username and Password. If necessary, select the appropriate Authentication Source. If you want to log in to the Portal automatically, check **Remember my Password**, and then click **Log In**.

Username:

Password:

Authentication Source:

DC.GOV Authentication Sou... ▼

☐ Remember my Password

Log In

Welcome to HSMP



The Human Services Modernization Program (HSMP) was established to improve the management and delivery of human services to District residents. Through a number of related HSMP projects, we are building an enterprise-wide technical infrastructure to enable the sharing of client data across District health and social services agencies. We are also working with individual Agencies to upgrade or replace their supporting human services information systems to assure "state-of-the-art" levels of case management support and reporting capabilities.

New Features

SPIS - Safe Passages Information System

- Release 1.0 is available for certified caseworkers at CFSA, DYRS, and DMH.
- Caseworker training is underway.

Preliminary Interview for Benefits

Interview for Benefits (Version 2.8) is online. New functionality includes:

- English/Spanish forms (DC Healthy Families, Healthcare Alliance, Combined, Medical Exam Form)
- Enhanced validation of applicant input
- Verification dialogs for Medicare, Disability status, Child Support with an Absent Parent
- Clarification of Supplemental Security Income, Social Security Retirement Income, and Social Security Disability Insurance

HSMP and Helpful Links



[211 Answers, Please!](#)

Use the fast and easy search to find local and national social service programs.



[Preliminary Interview for Benefits](#)

Determine your potential eligibility through the Social Services Center's online tool.



[DC Guide](#)

Get driving directions, make a map or locate businesses and city services.



[DC News](#)

Read the mayor's press releases, advisories, speeches, and more.

Technical Specification

- Machine Configuration (Minimum) Intel Pentium® 4 CPU 1.8 GHz or above, 512 MB RAM PC/Laptops
- Screen Resolution Display 1024 x 768 Pixels
- 108 Keyboard, Mouse
- High Speed Internet connection (e.g. Cable Modem, DSL etc)

Software Requirements

- Microsoft Windows 2000/XP
- Microsoft Word 2003 or Word Viewer
- Acrobat Reader version 7.0
- Microsoft Explorer Version 6 Service Pack 1
- Antivirus software
- Microsoft Fax Viewer
- No Popup Blocker

The New Look of FACES.NET

Examples include:

- Welcome screen;
- Client screen;
- Service Plan.





Referral **Case** Client Provider Admin

Case Go

Case Case Summary Client Merge Collateral Contacts Visits Case Plan Service More

Organizer Focus History

WorkLoad

- + My Assignments
- + My Units
- + My Workers
- + Other Program Areas

My Calendar

January 2006						
S	M	T	W	T	F	S
25	26	27	28	29	30	31
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

+ My Tasks




DISTRICT OF COLUMBIA
F A C E S . N E T
CHILD AND FAMILY SERVICES AGENCY

Client Screen

DISTRICT OF COLUMBIA

CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral | **Case** | Client | Provider | Admin

Case | Case Summary | Client | Merge | Collateral | Contacts | Visits | Case Plan | Service | More

Organizer

Focus

Utilities

My WorkLoad

My Inbox

My Unit Workers

Other Units

My Calendar

July 2005

S	M	T	W	T	F	S
26	27	28	29	30	1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	1	2	3	4	5	6

My Tasks

Client Information

Residence

Other

Client Details

Prefix

First**

Middle

Last**

Suffix

Maiden Name

Gender*

Date Of Birth*

SSN

SSN Verified

Medicaid#

In Household#

Deceased

Date Of Death

Death Certificate#

Number of persons in household

Dates of Involvement in Case

Start Date*

End Date

Reason For End Date

Non-participating Member

Head of the Household

Participating as a Child*

Reason Description

Citizenship/Religion

Citizenship/Alienage*

Alien Registration Number

Nationality

Religion

Role In Intake / Language

Role In Intake*

Languages

Need Interpreter

Select

Select

Save

Cancel

RAFI

Duplicate Client

Client Information

*Denotes required Fields

+Denotes AFCARS Fields

Client Details

Prefix

First**

Middle

Last**

Suffix

Maiden Name

Gender*

Date Of Birth*

SSN

SSN Verified

Medicaid#

In Household#

Deceased

Date Of Death

Death Certificate#

Number of persons in household

Dates of Involvement in Case

Start Date*

End Date

Reason For End Date

Non-participating Member

Head of the Household

Participating as a Child*

Reason Description

Citizenship/Religion

Citizenship/Alienage*

Alien Registration Number

Nationality

Religion

Role In Intake / Language

Role In Intake*

Languages

Need Interpreter

Select

Select

Save

Cancel


RAFI

Service Plan Screen

Treatment Plan Services - WHITLEY - WA Demo

* Denotes required Fields ** Denotes Half-Mandatory Fields ‡ Denotes AFCARS Fields

Plan Services



Objective	Client	Service	Provider Name
Maintains sobriety from drugs and/or alcohol	BARBARA WHITLEY	Substance Abuse Service	

Objectives

Client

BARBARA WHITLEY

Objective

Maintains sobriety from drugs and/or alcohol

Type of Resource

☐ Placement Provider

☒ Service Provider

☐ Staff Name

☐ Collateral

☐ Collaborative

Provider

Name

Agency

Phone

Service

Substance Abuse Services/In-Patient

Select

Provider Task

Monitors client's use of drugs and/or alcohol

Select

Specify

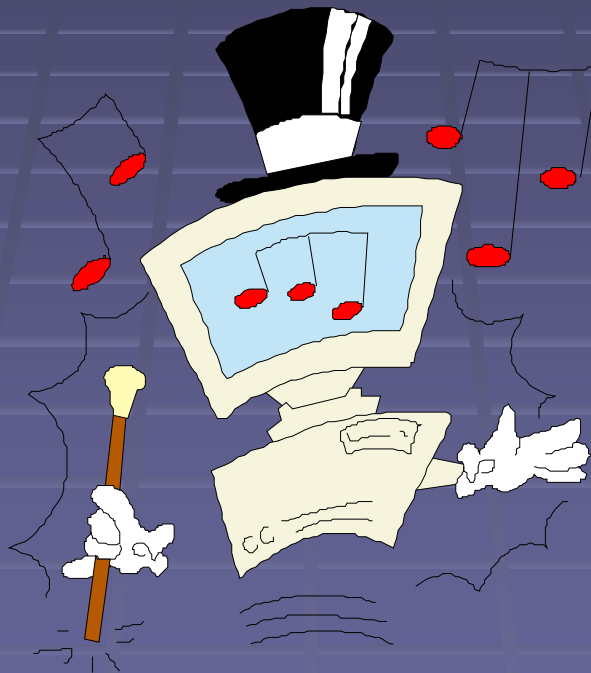
New

Save

Find

Cancel

Features



What is a Field?



Information

Case Name

Family Case Type

Case Number

Family Worker



Mandatory Fields

DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral Case Client Provider Admin

Case

Go

Organizer Focus Utilities

WorkLoad

My Units

My Workers

My Workload

Other Program Areas

My Calendar

November 2005

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

My Tasks

Case Search

*Denotes required Fields #Denotes AFCARS Fields

Search Criteria

Case Name* Case ID

CASE FOCUS

Type of Case Threshold(1%-100%)

79

Search Show Clear Cancel

- These fields are denoted by an asterisk (*) and are **yellow** in color

Picklist

Citizenship/Alienage*

US Citizen

Eligible Alien

Illegal Alien

US Citizen

**Alien legalized/210

**Alien legalized/210A

**Alien legalized/245A

**Alien legalized/902

**Ineligible Alien



Address Box

The image shows a software interface with a dialog box titled "Address Box". The dialog box contains a list of addresses. The first address is "123 10th Street NE House Washington, District of Columbia 20017". Below the list is an "Edit" button. The background shows a form with the following fields:

- Enter Address
- Address
- Address Details
- Street#
- Unit Type
- City
- Comments

At the bottom of the form, there are three buttons: "OK", "Find", and "Cancel". A red arrow points to the "Find" button.

Text Box

Current Location/Condition of Child and Parent. Perpetrator's access to child. Any other individual aware of the situation. When, where and who saw the child last?



Zoom Box

Character Limit: Number of characters entered:

Tabs

DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral Case Client **Provider** Admin

Case [Go]

Organizer Focus Utilities

WorkLoad
My Workload

My Calendar
November 2005

S	M	T	W	T	F	S
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3
4	5	6	7	8	9	10

+ My Tasks

Resource Directory

* Denotes required Fields ** Denotes Half-Mandatory Fields + Denotes AFCARS Fields

General Info Local Address Services Provided Preference Closure History Recruitment

Provider Type:
☒ CFSA ☐ Community

Provider Category:
 ☐ Agency ☐ Facility

Provider Number: Type of Home: Type of Service:

Provider Name

Agency/Facility **:

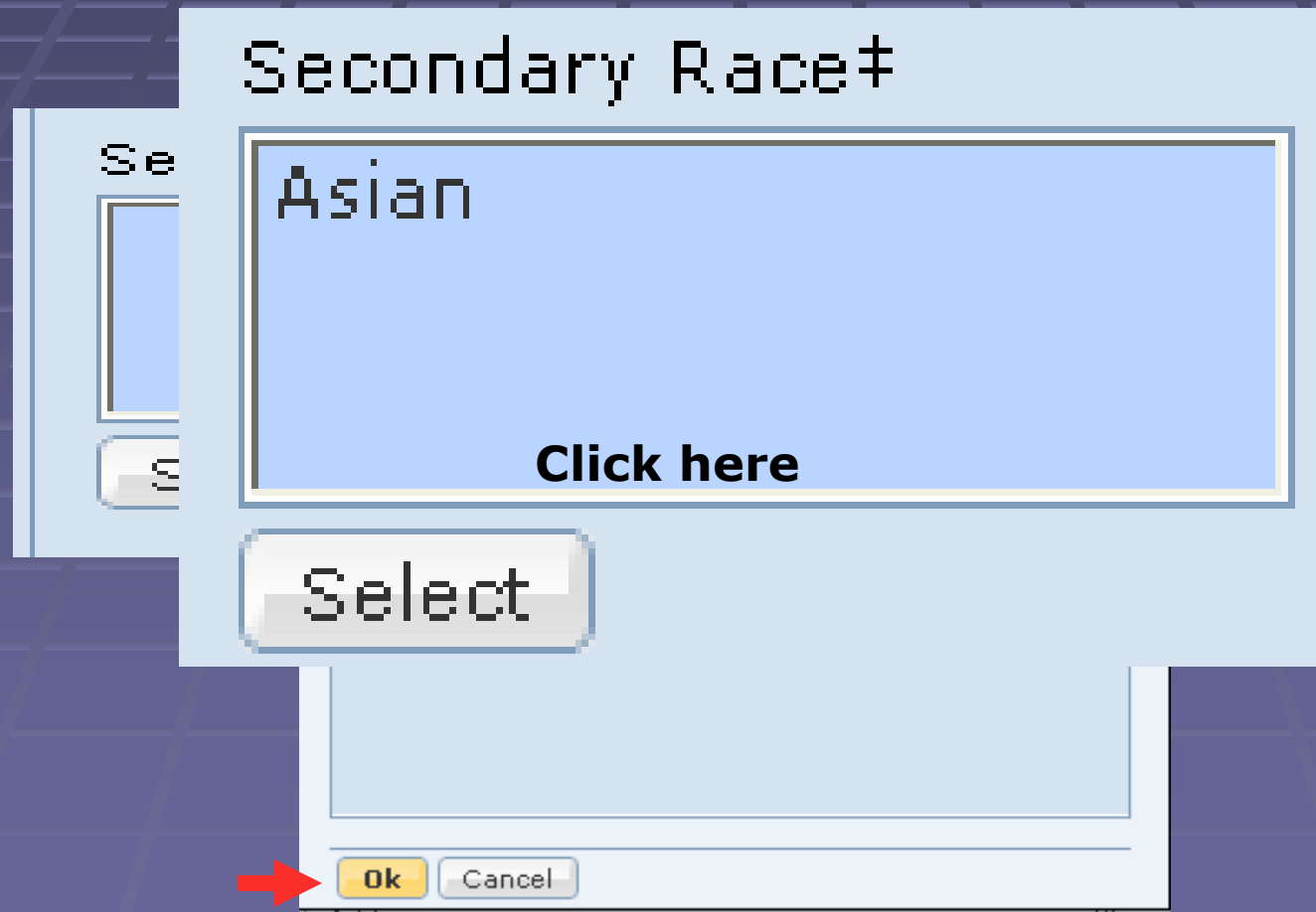
Prefix: First: Middle: Last **: Suffix:

Total Facility Capacity: Provider School District:

Save Approval History Cancel

FACES.NET

Select Box



Date Box

<	January			▼	2006		▼	>
S	M	T	W	T	F	S		
1	2	3	4	5	6	7		



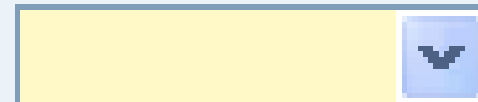
Workshop Dates

Start Date

1/3/2006



End Date



Quick Link

The screenshot displays the FACES.NET web application interface. At the top, the header includes the District of Columbia Child and Family Services Agency logo and the text "FACES.NET". A red box highlights the "FACES.NET" text in the top right corner. On the left side, there is a sidebar with navigation links: "Referral", "Organizer", "WorkLog", "My Work", "My Calendar", and "My Tasks". Below these links is a calendar for November. The main content area features a large "FACES.NET" logo. Below the logo is a search bar with the text "Case" and a "Go" button. A red arrow points to a dropdown arrow icon next to the search bar. The dropdown menu is open, showing a list of options: "Case", "Referral", "Client", "Provider", "Staff", "WorkShopID", and "ContractID". The "Case" option is highlighted in blue. Below the search bar, there are input fields for "Middle", "Last **", and "Suffix", and a "School District" field. A "Cancel" button is located at the bottom left of the main content area.

DISTRICT OF COLUMBIA
CHILD AND FAMILY SERVICES AGENCY

FACES.NET

Referral

Organizer

WorkLog

My Work

My Calendar

My Tasks

Case

Referral

Client

Provider

Staff

WorkShopID

ContractID

Go

Cancel

Existing Interfaces

- **ACEDS** (Automated Client Eligibility Determination System)
- **SOAR** (System of Accounting and Reporting)
- **Family Court**
- **Children's National Medical Center (DC Kids)**



Existing Reports

- On-line
- DDE – Dynamic Data Exchange
- Template
- Management



Resources

- FACES.NET On-line User Manual
- CFSA On-line Policy Manual
- CFSA Help Desk

202.434.0009

Email: cfsa.helpdesk@dc.gov



Reporting Issues to the Help Desk



- The name of the screen;
- Exactly what happened;
- The exact wording of any error messages;
- A screen shot of the problem, if possible.



DISTRICT OF COLUMBIA

F A C E S . N E T



CHILD AND FAMILY SERVICES AGENCY

**WILL BE ROLLING IN
SOON!**

Question & Answer

